

Scottish Further Education Cases Determined 2016-17

Case Type	Stage	Outcome Group	Academic appeal/exam results/degree classification	Admissions	Communication staff attitude dignity and confidentiality	Complaints handling	Facilities	Grants/allowances/bursaries	Other	Policy/administration	Special needs - assessment and provision	Student discipline	Teaching and supervision	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	0	2	0	0	0	0	0	2	0	0	0	2	6	
		Premature	0	1	1	0	0	0	0	0	2	0	2	0	6	
		Total	0	3	1	0	0	0	0	0	2	2	0	2	2	12
	Early Resolution	Not duly made or withdrawn	0	0	1	0	0	0	0	0	0	0	0	1	0	2
		Out of jurisdiction (discretionary)	1	0	0	0	0	0	0	0	0	0	0	0	0	1
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	2	0	0	0	0	2
		Outcome not achievable	0	0	0	0	0	0	1	1	0	0	0	0	0	2
		Premature	0	0	1	1	0	0	0	0	0	0	1	0	0	3
		Proportionality	0	0	0	1	0	0	0	0	1	0	0	0	0	2
		Total	1	0	2	2	0	1	1	1	3	0	1	1	0	12
	Investigation	Fully upheld	0	0	0	0	0	0	0	0	1	1	0	0	0	2
		Some upheld	0	1	1	0	0	1	0	0	0	1	0	0	0	4
		Not upheld	0	1	0	0	0	0	0	0	2	1	0	0	0	4
		Total	0	2	1	0	1	1	0	0	3	3	0	0	0	10
	Total Complaints			1	5	4	2	1	1	1	8	5	1	3	2	34
Total Contacts			1	5	4	2	1	1	1	8	5	1	3	2	34	

No enquiries in 2016-17

Scottish Higher Education Cases Determined 2016-17

Case Type	Stage	Outcome Group	Academic appeal/exam results/degree classification	Accommodation	Admissions	Communication staff attitude dignity and confidentiality	Complaints handling	Facilities	Inappropriate staff/student relationship	Plagiarism and intellectual property	Policy/administration	Special needs - assessment and provision	Student discipline	Teaching and supervision	Welfare	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	7	0	1	1	1	0	1	1	3	0	1	2	1	2	21	
		Premature	4	1	2	0	0	1	0	0	4	0	0	0	1	0	13	
		Total	11	1	3	1	1	1	1	1	7	0	1	2	2	2	34	
	Early Resolution	Not duly made or withdrawn	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0	6
		Out of jurisdiction (discretionary)	1	0	0	0	3	0	0	0	1	1	0	0	0	0	0	6
		Out of jurisdiction (non-discretionary)	13	0	0	1	0	1	0	0	4	0	1	0	0	0	0	20
		Outcome not achievable	7	0	0	0	0	0	0	0	0	0	0	0	1	0	0	8
		Premature	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
		Proportionality	2	1	1	1	5	0	0	0	4	0	0	0	0	1	0	15
		Total	30	1	1	3	8	1	0	0	10	1	1	1	1	1	0	58
	Investigation	Fully upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
		Some upheld	4	0	0	0	0	0	0	0	4	0	0	0	0	0	0	8
		Not upheld	5	1	0	1	1	0	0	0	4	0	1	0	0	0	0	13
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
		Total	9	1	1	1	1	0	0	0	8	0	2	0	0	0	0	23
	Total Complaints			50	3	5	5	10	2	1	1	25	1	4	3	3	2	115
	Total Contacts			50	3	5	5	10	2	1	1	25	1	4	3	3	2	115

No enquiries in 2016-17

Health Cases Determined 2016-17

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Appliances / equipment / premises	Appointments / Admissions (delay / cancellation / waiting lists)	Clinical treatment / Diagnosis	Communication / staff attitude / dignity / confidentiality	Complaints handling	Continuing care	Failure to send ambulance / delay in sending ambulance	Lists (incl difficulty registering and removal from lists)	Nurses / Nursing Care	Other	Policy / administration	Record Keeping	Subject Unknown	Total
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		Total	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
	Total Enquiries		0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Complaint	Advice	Not duly made or withdrawn	0	0	6	253	19	4	1	2	3	1	2	7	2	12	312
		Premature	1	0	20	174	13	12	0	2	6	1	2	5	2	4	242
		Total	1	0	26	427	32	16	1	4	9	2	4	12	4	16	554
	Early Resolution	Not duly made or withdrawn	3	0	3	41	15	1	0	1	0	1	0	2	1	0	68
		Out of jurisdiction (discretionary)	0	1	0	35	5	4	1	0	0	1	2	4	5	0	58
		Out of jurisdiction (non-discretionary)	1	0	1	5	2	1	0	0	1	0	4	5	0	0	20
		Outcome not achievable	1	0	3	27	6	2	0	0	1	2	0	4	1	0	47
		Premature	0	1	2	28	7	4	0	1	1	0	0	9	1	0	54
		Proportionality	1	1	20	48	22	4	0	1	1	5	4	5	1	0	113
		Resolved	0	0	3	4	2	1	0	0	1	0	0	1	0	0	12
		Total	6	3	32	188	59	17	1	3	5	9	10	30	9	0	372
	Investigation	Fully upheld	2	1	8	99	1	2	1	1	0	10	0	4	0	0	129
		Some upheld	1	0	7	103	10	0	0	0	1	8	0	0	1	0	131
		Not upheld	3	0	6	202	8	1	0	1	2	5	1	4	2	0	235
		Not duly made or withdrawn	0	0	1	7	0	0	1	0	0	1	0	1	0	0	11
		Outcome not achievable	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
		Total	6	1	22	412	19	3	2	2	3	24	1	9	3	0	507
	Total Complaints		13	4	80	1,027	110	36	4	9	17	35	15	51	16	16	1,433
	Total Contacts		13	4	80	1,027	110	36	4	9	17	35	15	51	16	16	1,434

Housing Association Cases Determined 2016-17

Case Type	Stage	Outcome Group	Aids and adaptations	Applications, allocations, transfers & exchanges	Communication staff attitude dignity and confidentiality	Complaints handling	Estate management, open space & environment work	Homeless person issues	Improvements and renovation	Neighbour disputes and antisocial behaviour	Other	Policy/administration	Rent and/or service charges	Repairs and maintenance	Right to Buy	Sheltered housing and community care	Terminations of tenancy	Out Of Jurisdiction	Subject Unknown	Total	
Enquiry	Advice & Singposting	Enquiry	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
		Total	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
	Total Enquiries	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	
Complaint	Advice	Not duly made or withdrawn	1	3	3	2	1	1	2	10	1	20	1	27	0	1	0	1	11	85	
		Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
		Premature	2	6	4	3	2	0	4	20	1	12	5	50	0	0	0	0	0	4	113
		Resolved	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
		Total	3	9	7	5	3	1	6	30	2	33	6	78	0	1	0	2	15	201	
	Early Resolution	Not duly made or withdrawn	0	0	0	0	1	0	0	2	0	1	1	5	0	0	0	0	0	0	10
		Out of jurisdiction (discretionary)	0	0	1	0	0	0	1	2	0	1	0	3	0	0	0	0	0	0	8
		Out of jurisdiction (non-discretionary)	0	5	2	0	1	0	2	3	0	5	6	8	1	0	2	2	0	37	
		Outcome not achievable	0	1	0	2	1	0	2	2	0	4	0	6	1	0	0	0	0	0	19
		Premature	0	1	0	0	0	0	0	0	0	1	1	6	0	0	0	0	0	9	
		Proportionality	0	0	1	5	3	0	1	3	0	1	1	11	1	0	0	0	0	0	27
		Resolved	0	1	0	0	0	0	2	0	0	0	0	5	0	0	2	0	0	0	10
	Total	0	8	4	7	6	0	8	12	0	13	9	44	3	0	4	2	0	0	120	
	Investigation	Fully upheld	1	0	0	0	0	0	0	3	0	0	0	2	0	0	0	0	0	0	6
		Some upheld	0	0	0	0	0	0	0	2	0	1	0	2	0	0	0	0	0	0	5
		Not upheld	0	3	0	0	2	0	0	5	0	1	0	4	0	0	1	0	0	0	16
		Not duly made or withdrawn	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Resolved	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
		Total	1	3	1	0	2	0	0	10	0	2	0	10	0	0	1	0	0	0	30
	Total Complaints	4	20	12	12	11	1	14	52	2	48	15	132	3	1	5	4	15	351		
	Total Contacts		4	20	12	12	11	1	14	52	2	49	15	132	3	1	5	4	15	352	

Local Authority Cases Determined 2016-17

Case Type	Stage	Outcome Group	Building Control	Consumer Protection	Economic Development	Education	Environmental Health & Cleansing	Finance	Fire & Police Boards	Housing	Land & Property	Legal & Admin	National Park Authorities	Other	Personnel	Planning	Recreation & Leisure	Roads & Transport	Social Work	Valuation Joint Boards	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Subject Unknown or Out Of Jurisdiction	Total		
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
		Total	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2	
	Total Enquiries	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
Complaint	Advice	Not duly made or withdrawn	4	1	0	31	22	19	0	71	3	6	0	2	0	12	10	13	47	1	8	0	0	29	279	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	3
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
		Premature	3	2	1	21	45	43	0	131	2	31	1	2	1	22	8	37	96	1	1	2	2	17	467	
		Total	7	3	1	52	67	62	0	203	5	37	1	4	1	36	18	50	143	2	9	2	47	750		
	Early Resolution	Not duly made or withdrawn	0	0	0	6	1	7	0	13	0	1	1	0	0	4	0	4	2	1	2	1	0	0	43	
		Out of jurisdiction (discretionary)	3	0	1	15	3	9	2	9	0	4	0	0	0	10	1	11	13	1	0	0	0	0	82	
		Out of jurisdiction (non-discretionary)	5	0	1	14	5	10	1	29	2	5	1	1	3	21	1	2	8	1	0	0	0	1	111	
		Outcome not achievable	4	0	1	10	13	5	0	24	6	11	1	2	0	10	3	15	10	0	0	0	0	0	115	
		Premature	0	0	0	4	2	3	0	15	0	8	0	0	0	5	1	6	13	0	0	0	0	0	57	
		Proportionality	3	0	0	19	12	10	0	28	2	7	0	1	0	20	2	15	8	1	3	1	0	0	132	
		Resolved	2	0	0	1	4	3	0	5	1	0	0	0	0	0	1	2	1	0	0	0	0	0	20	
		Total	17	0	3	69	40	47	3	123	11	36	3	4	3	70	9	55	55	4	5	2	1	560		
	Investigation	Fully upheld	1	0	5	10	6	2	0	6	1	1	0	0	0	14	1	3	1	0	1	0	0	0	52	
		Some upheld	6	0	0	10	1	1	0	7	1	0	0	0	0	11	0	2	2	0	1	0	0	0	42	
		Not upheld	6	1	0	10	1	2	0	16	1	0	1	1	0	16	0	1	4	0	0	0	0	0	60	
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
		Total	13	1	5	30	8	5	0	29	3	1	1	1	1	0	41	1	6	9	0	2	0	0	156	
	Total Complaints			37	4	9	151	115	114	3	355	19	74	5	9	4	147	28	111	207	6	16	4	48	1,466	
	Total Contacts			37	4	9	151	115	114	3	356	19	75	5	9	4	147	28	111	207	6	16	4	48	1,468	

Scottish Government & Devolved Administration Cases Determined 2016-17

note - includes prisons

			Cross-Border Public				Scottish Government & Scottish Administration													Scottish Public Authority																																																						
Case Type	Stage	Outcome Group	Agriculture, environment, fishing & rural affairs	Financial matters	Other	Total	Agriculture, environment, fishing & rural affairs	Arts, culture, heritage, leisure, sport & tourism	Care & health	Courts administration	Financial matters	Governance	Justice	Other	Planning	Prisons	Records	Subject Unknown or Out Of Jurisdiction	Total	Agriculture, environment, fishing & rural affairs	Arts, culture, heritage, leisure, sport & tourism	Care & health	Commissioners & Ombudsmen	Courts administration	Education	Enterprise bodies	Financial matters	Governance	Housing	Justice	Other	Subject Unknown or Out Of Jurisdiction	Total	Grand Total																																								
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1																						
		Total	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1																					
		Total Enquiries	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1																					
Complaint	Advice	Not duly made or withdrawn	0	0	0	0	1	0	2	17	2	1	11	0	0	72	2	2	110	0	0	8	8	1	2	0	0	1	0	0	0	3	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2																							
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																				
		Premature	0	1	1	2	0	0	0	10	7	0	7	0	2	41	0	1	68	1	0	3	3	0	0	2	2	2	0	1	1	0	0	13	1	0	3	3	0	0	2	2	0	1	1	0	0	0	0	0	0	0	83																					
		Total	0	1	1	2	1	0	2	28	9	1	18	0	2	113	2	4	180	1	0	11	11	1	2	2	2	1	1	1	0	3	36	1	0	11	11	1	2	2	2	1	1	1	0	3	36	1	0	11	11	1	2	2	2	1	1	1	0	3	36													
	Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	1	0	0	0	0	9	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10																					
		Out of jurisdiction (discretionary)	1	0	0	1	1	1	0	0	4	0	0	1	0	8	2	0	17	1	1	1	2	0	1	1	0	1	0	0	0	1	0	9	1	1	2	2	0	1	1	0	0	0	1	0	0	0	0	0	0	9																						
		Out of jurisdiction (non-discretionary)	0	0	0	0	1	0	0	1	2	0	20	0	0	18	2	0	44	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27																					
		Outcome not achievable	0	0	0	0	0	0	0	1	1	0	1	0	0	45	0	0	48	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	1	0	7	3	0	0	0	2	3	0	0	1	0	0	0	0	0	0	64																				
		Premature	0	0	0	0	1	0	0	1	1	0	1	0	0	11	0	0	15	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18																				
		Proportionality	0	0	0	0	0	0	0	2	2	1	3	0	1	20	1	0	30	0	0	0	7	3	0	2	0	0	0	0	0	3	0	0	0	0	0	7	3	0	2	0	0	0	0	0	3	0	0	0	0	0	0	0	45																			
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9																				
		Total	1	0	0	1	3	1	0	5	11	1	25	1	1	120	5	0	173	3	3	20	13	3	4	1	5	3	0	7	2	0	64	3	3	20	13	3	4	1	5	3	0	7	2	0	64	3	3	20	13	3	4	1	5	3	0	7	2	0	64	3	3	20	13	3	4	1	5	3	0	7	2	0
	Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	1	0	0	10	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3																			
		Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2																				
		Not upheld	0	0	0	0	0	0	0	0	2	0	1	1	0	20	0	0	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	28																			
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5																				
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1																				
		Total	0	0	0	0	0	0	0	0	2	0	2	1	0	45	0	0	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	4	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	59																			
	Total Complaints		1	1	1	3	4	1	2	33	22	2	45	2	3	278	7	4	403	4	1	2	33	22	2	45	2	3	278	7	4	403	6	3	35	25	4	7	3	7	4	1	9	2	3	109	6	3	35	25	4	7	3	7	4	1	9	2	3	109	6	3	35	25	4	7	3	7	4	1	9	2	3	109
	Total Contacts		1	1	1	3	4	1	2	33	22	2	46	2	3	278	7	4	404	4	1	2	33	22	2	46	2	3	278	7	4	404	6	3	35	25	4	7	3	7	4	1	9	2	3	109	6	3	35	25	4	7	3	7	4	1	9	2	3	109														

Prison Cases Determined 2016-17

Case Type	Stage	Outcome Group	Admission, Transfers and Discharge	Communication and Records	Discipline	Health, Welfare and Religion	Leave from Prison (Including Home Detention Leave)	Physical and Personal Environment	Privileges and Prisoners Property	Security, Control and Progression	Work, Education, Earnings and Recreation	Subject Unknown or Out Of Jurisdiction	Total
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	0	0
		Total	0	0	0	0	0	0	0	0	0	0	0
	Total Enquiries		0	0	0	0	0	0	0	0	0	0	0
Complaint	Advice	Not duly made or withdrawn	3	11	6	9	8	3	9	9	3	11	72
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0
		Premature	1	8	3	6	3	8	2	4	1	5	41
		Total	4	19	9	15	11	11	11	13	4	16	113
	Early Resolution	Not duly made or withdrawn	0	1	1	2	0	0	0	2	3	0	9
		Out of jurisdiction (discretionary)	0	2	0	0	5	1	0	0	0	0	8
		Out of jurisdiction (non-discretionary)	1	1	2	0	2	1	1	6	4	0	18
		Outcome not achievable	4	10	1	1	2	3	11	11	2	0	45
		Premature	1	1	2	0	2	2	1	1	1	0	11
		Proportionality	1	2	1	4	0	1	0	9	2	0	20
		Resolved	0	2	1	0	0	1	3	2	0	0	9
		Total	7	19	8	7	11	9	16	31	12	0	120
	Investigation	Fully upheld	1	2	0	3	0	0	1	2	1	0	10
		Some upheld	1	2	2	2	0	0	0	2	0	0	9
		Not upheld	1	2	0	5	0	1	2	6	3	0	20
		Not duly made or withdrawn	0	0	0	1	0	1	1	2	0	0	5
		Resolved	0	0	1	0	0	0	0	0	0	0	1
	Total	3	6	3	11	0	2	4	12	4	0	45	
	Total Complaints		14	44	20	33	22	22	31	56	20	16	278
	Total Contacts		14	44	20	33	22	22	31	56	20	16	278

Notes

These cases are also counted in the totals for Scottish Government and Devolved Administration
Does not include prison health care

Water Cases Determined 2016-17

Case Type	Stage	Outcome Group	Billing and Charging	Customer Service	Environmental Concerns	New Connections	Other	Waste Water	Water Supply	Subject Unknown or Out Of Jurisdiction	Total	
Complaint	Advice	Not duly made or withdrawn	18	1	1	0	0	1	2	2	25	
		Premature	48	6	1	2	1	6	3	2	69	
		Total	66	7	2	2	1	7	5	4	94	
	Early Resolution	Not duly made or withdrawn	3	0	0	0	0	0	0	0	0	3
		Out of jurisdiction (discretionary)	4	0	0	0	0	0	1	0	0	5
		Out of jurisdiction (non-discretionary)	23	0	0	0	0	0	2	2	0	27
		Outcome not achievable	4	0	0	0	0	0	0	0	0	4
		Premature	2	0	0	0	0	0	0	0	0	2
		Proportionality	9	0	0	0	0	0	0	0	0	9
		Resolved	10	0	0	0	0	0	0	0	0	10
		Total	55	0	0	0	0	0	3	2	0	60
	Investigation	Fully upheld	5	1	1	0	0	0	0	1	0	8
		Some upheld	3	1	0	0	0	0	0	0	0	4
		Not upheld	5	0	0	0	0	0	0	0	0	5
		Not duly made or withdrawn	1	0	0	0	0	0	0	0	0	1
		Resolved	2	0	0	0	0	0	0	0	0	2
		Total	16	2	1	0	0	0	0	1	0	20
	Total Complaints		137	9	3	2	1	10	8	4	174	
	Total Contacts			137	9	3	2	1	10	8	4	174

No enquiries in 2016-17

Other Cases Determined 2016-17

Case Type	Stage	Outcome Group	General Enquiry	Health	Higher Education		Subject Unknown or Out Of Jurisdiction		Total
			From Member of the Public	Communication / staff attitude / dignity / confidentiality	Complaints handling	Welfare	Out Of Jurisdiction	Subject Unknown	
Enquiry	Advice & Signposting	Enquiry	1	0	0	0	0	0	1
		Out of Jurisdiction Enquiry	0	0	0	0	974	0	974
		Premature Enquiry	0	0	0	0	0	424	424
	Total Enquiries	1	0	0	0	974	424	1,399	
Complaint	Advice	Not duly made or withdrawn	0	0	0	0	1	7	8
		Out of jurisdiction (non-discretionary)	0	0	0	0	1	0	1
		Premature	0	0	0	0	1	2	3
		Total	0	0	0	0	3	9	12
	Early Resolution	Out of jurisdiction (non-discretionary)	0	1	1	1	1	0	4
		Total	0	1	1	1	1	0	4
Total Complaints		0	1	1	1	4	9	16	
Total Contacts			1	1	1	1	978	433	1,415

Housing Cases Determined 2016-17

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total
Enquiry	Advice & Signposting	Enquiry	1	1	2
		Total	1	1	2
	Total Enquiries		1	1	2
Complaint	Advice	Not duly made or withdrawn	85	71	156
		Out of jurisdiction (discretionary)	1	0	1
		Out of jurisdiction (non-discretionary)	1	1	2
		Premature	113	131	244
		Resolved	1	0	1
		Total	201	203	404
	Early Resolution	Not duly made or withdrawn	10	13	23
		Out of jurisdiction (discretionary)	8	9	17
		Out of jurisdiction (non-discretionary)	37	29	66
		Outcome not achievable	19	24	43
		Premature	9	15	24
		Proportionality	27	28	55
		Resolved	10	5	15
		Total	120	123	243
	Investigation	Fully upheld	6	6	12
		Some upheld	5	7	12
		Not upheld	16	16	32
		Not duly made or withdrawn	1	0	1
		Resolved	2	0	2
		Total	30	29	59
	Total Complaints		351	355	706
	Total Contacts		352	356	708